

Field technician dispatch and scheduling

Automates field technician dispatch by analyzing service requests, matching qualified technicians, optimizing routes, and scheduling appointments. Reduces response times and improves first-time fix rates through intelligent resource allocation.

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Get Your Blueprint

WORKFLOW TRIGGER



Network outage alert or customer service request is created in the system requiring field intervention

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.

STEP 1 - TRIGGER
 Receive Service Request



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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive Service Request Alert

Network monitoring system or customer service platform generates a field service ticket for equipment failure, installation, or maintenance. Alert includes location, priority level, and required skill set.

Ericsson OSS

Salesforce Communications Cloud

2

 ACTION

Analyze Technical Requirements

AI system evaluates the service request to determine required technician certifications, equipment needs, and estimated completion time. Pulls historical data on similar issues for accurate resource planning.

ServiceNow

Amdocs CES

3

 DECISION

Assess Request Urgency

System categorizes the request as emergency (network down), high priority (service degradation), or standard maintenance. Emergency requests trigger immediate dispatch protocols.

ServiceNow

4

 ACTION

Match Available Technicians

Identifies qualified field technicians based on skill sets, certifications, current location, and availability. Considers union rules, overtime policies, and workload balancing.

ServiceNow

Oracle Communications

5

Optimize Route Planning

Calculates optimal technician assignment considering travel time, traffic patterns, and existing scheduled appointments. Integrates with GPS and traffic data for real-time routing.

Nokia NetAct

Oracle Communications

6

⚙️ ACTION

Schedule and Notify

Automatically books the appointment, sends notifications to technician and customer, and provisions required equipment. Updates all relevant systems with scheduling information.

ServiceNow

Salesforce Communications Cloud

7

📄 OUTPUT

Generate Dispatch Package

Creates comprehensive work order with site details, technical specifications, safety requirements, and customer information. Technician receives mobile notification with all job details.

Amdocs CES

Salesforce Communications Cloud



Outputs

- Optimized technician work schedule
- Customer appointment confirmation
- Mobile work order with technical specifications
- Real-time dispatch tracking dashboard



Key Metrics

- Mean time to dispatch
- First-time fix rate
- Technician utilization rate



Tools & Integrations

- Ericsson OSS
- Salesforce Communications Cloud
- ServiceNow
- Amdocs CES
- Nokia NetAct
- Oracle Communications

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